



Forever Training is unique to IComm. It means that for the life of your managed services agreement, you get ongoing training. With this, your organisation is able to call on Halcyon Change Management training resources as you require them. And, even if you do not have an active managed services agreement, we can still help by offering you this as a single service.

**IComm's Forever Training includes**

- Training or refreshing existing users
- New staff inductions
- Technology development sessions

- Super user re-training
- Executive training
- EA training
- Customer service training
- Device training

**How IComm's Forever Train-ing is delivered:**

- Hours 9am-5pm, Monday to Friday
- Limited to three sessions per day, unless otherwise agreed
- Travel expenses apply for training outside of the Melbourne Metro
- 80% staff trained during project - Microsoft Teams and Skype

- 20% staff trained during project - Video Conferencing (VC)
- New projects are excluded from forever training
- Excludes contact centre agent training
- Recurring scheduled training is outside of Forever Training
- Resources based on IComm availability
- Re-creation of documentation is excluded